APTARA

Customer Lifecycle Management

Optimize customer lifecycle management for retention, growth, and building solid relationships.

Customer Lifecycle Management is Aptara's core businesses. Aptara's CLM centers provide high-volume transaction processing that serves your entire customer life cycle, from first contact to post-sales support, document processing and finance & accounting.

We help our organizations establish end-to-end customer care programs delivered by phone, e-mail, and/or chat sessions. We help you maintain customers by facilitating new sales, resolving technical or quality issues, and processing payments. We can also help you acquire new customers through lead generation campaign support.

We get to know your customers through custom algorithms that give us exceptional insight into their purchasing behavior, patterns, and needs, to which we tailor your customer contact experience. Our renowned retention levels give clients confidence in knowing those we assign to projects are both knowledgeable and experienced.

Aptara solutions provide efficiencies organizations need most, such as:

- **Customer Support**

  - Customer Care
  - Customer Acquisition
  - Technical Support
  - Subscription Services
  - Shareholder/Investor Support

- **Back Office Product Support**

  - Finance & Accounting Services
  - Claims Processing & Document Management
  - Data Compliance
  - Compliant Document Design
  - Data Capture, Conversion & Cleansing
  - Classification, Validation, Coding & Tagging

Aptara's customer care solutions deliver:

- Optimal customer service experience
- World class infrastructure
- Process efficiencies that save time and money
- Valuable price points with top tier delivery
- Cutting edge operational management
- Real-time monitoring and control
- Deep domain knowledge

Customer Lifecycle Management

- Medical Records Conversion
- Shareholder/Investor Document Processing
- Document Processing Consulting

We're not merely a business process outsourcing (BPO) firm; we're a scalable extension of your brand and operations. Aptara commits to the most-up-to-date technology services for speed, accuracy and client alignment, as well as real-time monitoring and analyses for full client control. Being a mid-sized company enables us to offer clients the best of both worlds—the resources to provide a scalable environment combined with an infrastructure that allows nimble and customer-focused solutions.

Refocus on your core competencies and let us handle the rest.

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